The KHRIS Connection

Linking Our Employees to the Future!

The Personnel Cabinet publishes this newsletter to provide updates on the KHRIS project.

Issue Number 1   September/October 2007

In This Issue:

**Personnel Cabinet Secretary
Brian J. Crall**

Dear Team Member:

I am pleased to share with you our inaugural edition of *The KHRIS Connection*. This bi-monthly publication will provide information and updates on the progress of the KHRIS project. It is our intent to keep the lines of communication open throughout the implementation of this system to ensure you are informed every step of the way. In addition to this newsletter, we will be posting information on the Personnel Cabinet's web site (http://personnel.ky.gov/programs/khris), and will be asking state agencies to share this information with their employees through their established communication outlets. I want to ensure that the extended KHRIS project team, Kentucky state leaders, and all state employees are kept abreast of the status of the project.

Allow me to take this opportunity to thank you for committing your time to work on the KHRIS project. I believe we have assembled a strong and highly qualified team to lead state government through this important initiative. With strong leadership from the Personnel Cabinet, we have assembled a team with a successful track record of delivering enterprise-wide solutions. The team includes many subject-matter experts from state government, combined with the experience of our chosen contractors from IBM (implementation services), SAP (software provider) and STA (quality assurance and project support). I am well aware of the time and commitment required of all the team members who are working to design and implement KHRIS. This project is vital to assisting employees with career development, securing information and affording employees the ability to more easily manage their pay, time, and benefits information; and you are the key to its success.

Thank you in advance for your assistance and support of the KHRIS project.
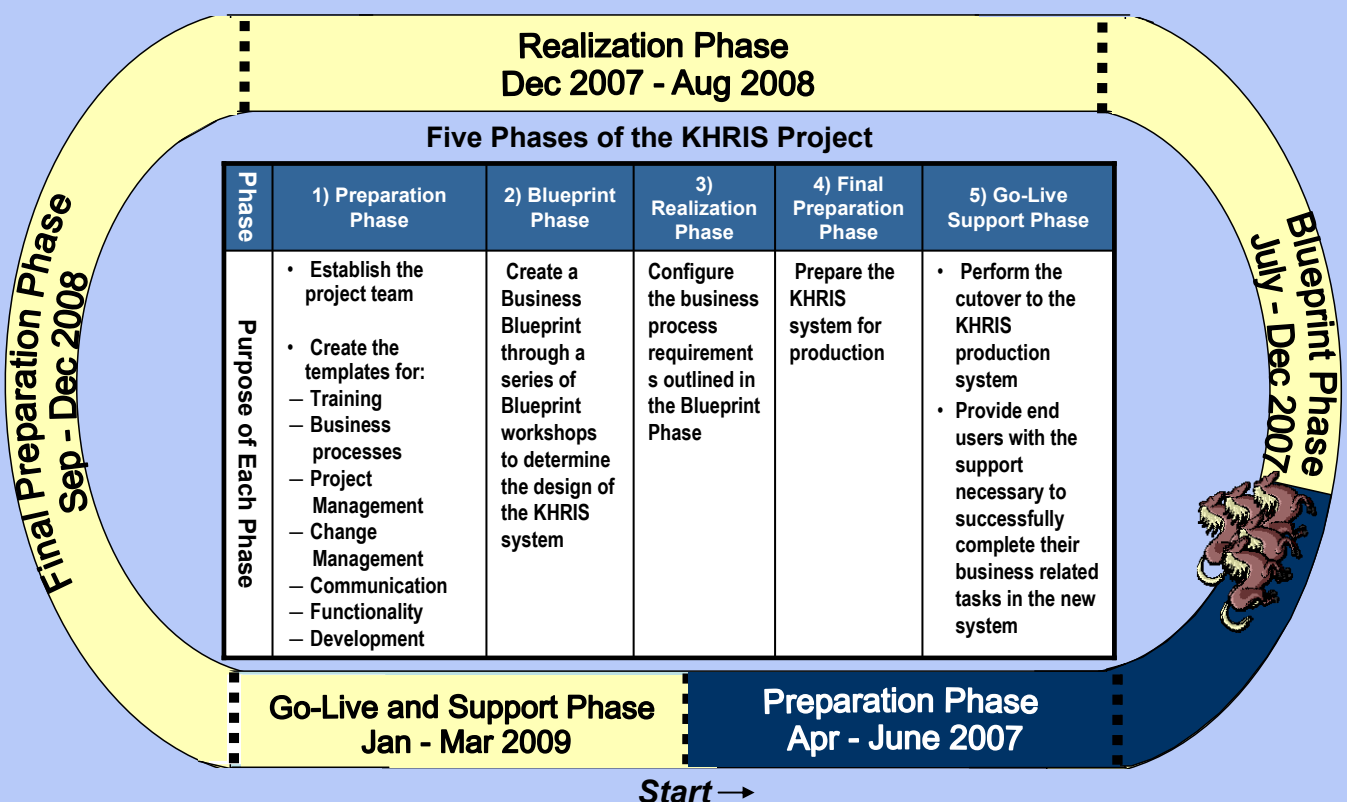
Sincerely,

Brian J. Crall

Background on KHRIS

The Kentucky Human Resource Information System (KHRIS) is a state-wide information technology transformation project being led by the Personnel Cabinet. The main purpose is to centralize all state government human resource (HR) information into one integrated system. This will allow state government to utilize one source of information to perform human resource business functions. KHRIS will replace state government's current personnel, payroll, timekeeping, and benefits administration systems. KHRIS will also manage all benefits data for thousands of participants from other non-state government entities.

KHRIS will become the foundation for supporting human resources administrative functions. This new system will create opportunities for employee and manager self-service, increase management reporting capabilities, facilitate benefits administration, and provide easy but secure access to employee and organizational data for effective management.

KHRIS is being developed using SAP®. SAP stands for Systems, Applications and Products in Data Processing. SAP is a software package for processing data. SAP is also the name of the company that licenses the SAP software.

The implementation of KHRIS occurs in five distinct phases as depicted in the figure below. As the KHRIS project progresses, updates will be provided in *The KHRIS Connection*. The Preparation Phase was completed at the beginning of July 2007. We are currently one-third of the way through the Blueprint Phase.

Realization Phase
Dec 2007 - Aug 2008

Final Preparation Phase Sep - Dec 2008

Blueprint Phase July - Dec 2007

Five Phases of the KHRIS Project

Phase	1) Preparation Phase	2) Blueprint Phase	3) Realization Phase	4) Final Preparation Phase	5) Go-Live Support Phase
Purpose of Each Phase	• Establish the project team • Create the templates for: — Training — Business processes — Project Management — Change Management — Communication — Functionality — Development	Create a Business Blueprint through a series of Blueprint workshops to determine the design of the KHRIS system	Configure the business process requirements outlined in the Blueprint Phase	Prepare the KHRIS system for production	• Perform the cutover to the KHRIS production system • Provide end users with the support necessary to successfully complete their business related tasks in the new system

Go-Live and Support Phase
Jan - Mar 2009

Preparation Phase
Apr - June 2007

Start →

To-Be Workshops

The focus of the Blueprint Phase is to determine "how" KHRIS will function, and design the future system. The approach to design "how" KHRIS will function is driven by the business processes that the Commonwealth performs, both decentralized and centralized within the Personnel Cabinet. Specifically, the Blueprint Phase is to complete the As-Is Sessions, To-Be Workshops, Playback Sessions, and Blueprint Document (See the figure below). The As-Is Sessions documented the business process and surrounding rules. The To-Be Workshops will determine how business processes will be designed in KHRIS. The Playback Sessions will present an overview of the future design to a broader audience. During the Playback Sessions, any additional needs will be identified and addressed. At the end of the Blueprint Phase, the design for KHRIS will be documented and presented in the Blueprint Document.

Over the next two months (September – October 2007) the focus for the KHRIS project is to complete the To-Be Workshop sessions. The To-Be Workshop sessions will include Commonwealth extended team members in discussions and demonstrations of how KHRIS will support each business process. During these discussions, decisions will be documented about KHRIS's detailed design.

An example of a decision is whether to have an automated entry (Infotype) appear in the foreground or always in the background. Another decision may be whether to 'mask' the first and last name of Personal Data so that all data is in upper case, lowercase, or a combination of case styles. These decisions are critical because they create the foundation for how KHRIS will function and how data is presented to end users once the system is made available during Go-Live.

It is important to emphasize that these decisions will only determine KHRIS's initial foundational design. Additional feedback will be needed from a broader audience in the Playback Sessions to ensure that KHRIS is being designed to align to state government's needs. Also, certain critical decisions can only be made by executives, such as ones that may require changing state regulations.

To prepare the extended team members who will participate in the To-Be Workshops, a To-Be Workshop Bootcamp was held on August 28-29. The To-Be Workshop Boot Camp sessions reviewed what was learned during the As-Is Sessions, the participation levels and ground rules to be followed during the To-Be Workshops, the activities during the To-Be Workshops and how to positively effect the organizational change that will result from the implementation of KHRIS.

Major Activities During the Blueprint Phase

Blueprint Document Presented
Mid-December

2007

July - August — **As-Is Sessions**

September - October — **To-Be Workshops**

November — **Playback Sessions**

December — **Blueprint Document Preparation**

Overview of the KHRIS Functional Areas

The Spotlight will feature one specific aspect of KHRIS's functionality in each issue. This issue's Spotlight provides an overview of KHRIS's functionality. Seven major areas of functionality are being designed and configured for KHRIS. These seven areas are described below.

I. **Benefits** – consists of all components associated with the state-sponsored Life and Health Insurances, flexible spending accounts (FSA), as well as employee elected insurance plans during and after state employment (COBRA).

Benefits Administration – includes plan enrollment, participant maintenance, termination, qualifying events, plan rates, rules and eligibility standards.

Benefits Accounting – includes the financial management of benefit-related premiums, collections and cost tracking through both payroll deduction and billing processes; payment, billing, and reconciliation of participant accounts.

II. **Payroll** – consists of gross to net execution of payroll. This includes, but is not limited to, managing federal, state and local tax rules, W2 information, additional earnings, recurring earnings, and deductions.

III. **Time & Labor** – consists of capture and evaluation of employee time data, timesheets, work schedules, leave balances, and accrual rates. This data will be available electronically for review and input of data.

IV. **Employee Self-Service** – allows employees to view their personal information and submit changes as necessary.

Manager Self-Service – allows managers to view the records of the employees they supervise and to execute reports.

V. **Organizational Management** – defines state government's organizational structure down to each position and its attributes, as well as the relationship between positions. This includes identifying hierarchical reporting relationships which will allow for efficiency and consistency.

VI. **FI/CO (Financial Controls)** – identifies the requirements for the SAP payroll system and eMARS to interface.

VII. **Personnel Administration** – areas to be evaluated include all personnel actions which are processed (new hires, transfers, separations, etc.), training and events management, e-recruitment, travel management, and employee health and safety.

Introduction

The KHRIS project is one of the largest change efforts undertaken by the Commonwealth in many years. In the end, it will touch all 35,145 state employees, as well as 192,000 health and life insurance customers of the state. For some, KHRIS will mean a different way of doing their jobs, while everyone will have to adjust a little bit.

Someone once said, "All change is personal" – and it often isn't easy. That is, the same circumstance or event may be viewed or experienced very differently by different people. The KHRIS project effort includes a small change management team – folks who focus on helping inform, facilitate, and provide training to help achieve the changes necessary for all of us to realize the benefits of KHRIS.

In this section of the newsletter, we will share a change management tip in each issue that helps us all understand the dynamics of change, and how to make the transition to KHRIS easier. The good news – you'll find that these tips make things go better at work and at home, too.

Change Management Tip #1 – Why Is Change Hard to Accept?

Change can be defined as a "disruption of expectations" – expectations about our jobs and careers, our health, relationships, school choices, or even what we planned to do just today. In other words, we were planning on one thing and suddenly have to face another reality. Anyone who has had a loved one fall ill or have an accident knows how quickly one's whole world can change. The same thing happens at work when two departments merge, a key team member leaves, or you suddenly get promoted (new team members or relationships, new skills needed, and a new boss, all at once. Can I really do it???).

In these circumstances we often feel a loss of control over the events around us, and that breeds anxiety… it's human nature. We all need to know what to expect – each day, each relationship, each task (I know I can do this successfully!). The same need for predictability is evident even when we don't like the task or the person – the known is almost always preferable to the unknown!

In the case of KHRIS, to some extent you will be asked to give up something that you know how to do (a process in most cases), and be asked to adopt something you don't know how to do, at least at first. Typical questions to ask are:

- Why do I have to change what I already know how to do? What was wrong with what I was doing before?
- When will I have to change? What will I have to do?
- Will I be able to do the new thing successfully? Will I get any help or training?
- Who decided this? I sure wasn't asked!

We can't all vote on every change that comes along, especially at work, so that feeling of loss of control is normal. The next best thing to having direct control is information – the answers to questions like the ones above. Can you picture that if you knew the answers, (any) change would be much less intimidating and you might view it more positively?

In places like this newsletter and on the KHRIS website (http://personnel.ky.gov/programs/khris/), we will keep providing accurate information as soon as it is practical. There is also an email address listed here for you to ask questions (Personnel.KHRISproject@ky.gov). Apply this tip to any change situation you face. Withhold judgment on whether something new is good or bad until you have had a chance to obtain more information, receive training, or meet new teammates. Once you're in the know, new things will cause less anxiety and stress than you thought, and perhaps be viewed as pretty exciting and challenging!

Frequently Asked Questions

Frequently Asked Questions (FAQs) are updated bi-monthly. Go to the KHRIS link on the Personnel Cabinet web site to check for updates. Below are a couple of examples of KHRIS FAQs.

Q) What does SAP stand for?
A) SAP stands for Systems, Applications and Products in Data Processing. SAP is a software package for processing data. SAP is also the name of the company that licenses the SAP software. SAP software will enable KHRIS.

Q) Are COS and KHRIS the same system?
A) No, COS and KHRIS are different systems, but they are related. The Career Opportunities System (COS) will support the hiring process for state employees. KHRIS will provide centralized management of human resource data once a person becomes a state employee.

For More Information

To learn more about KHRIS and its implementation, please visit the KHRIS link on the Personnel Cabinet web site at:
http://personnel.ky.gov/programs/khris

How To Contact Us

If you have any comments or suggestions regarding *The KHRIS Connection,* please contact the KHRIS Communications Team at
Personnel.KHRISproject@ky.gov